



Department of
Human Services

Tennessee
Rehabilitation Center

STUDENT HANDBOOK



A Program of the State of Tennessee
Department of Human Services
Operated by the
Division of Rehabilitation Services, Vocational Rehabilitation Services

INTRODUCTION

A MESSAGE FROM THE SUPERINTENDENT

Dear Student:

Thank you for choosing the Tennessee Rehabilitation Center at Smyrna (TRC-Smyrna) as your service provider. On behalf of TRC-Smyrna staff I would like to welcome you to our campus. As a new student you will be receiving an orientation to TRC-Smyrna policies and programs. Please ask as many questions as you would like. Asking questions is an excellent way to learn.

TRC-Smyrna offers person-centered comprehensive services in a supportive learning environment to individuals with disabilities to increase independence and employment potential. Our goal is to assist each student in achieving success. Each student at TRC-Smyrna has a team of staff that assists the student in meeting his/her individual goals. YOU are the most important member of this team. To be successful and achieve your desired goals we need you to do your best in all the programs of service in which you are enrolled. You will find that TRC-Smyrna has a very dedicated staff that will provide the assistance you need while you are here.

TRC-Smyrna is a place where you can be successful and achieve your goals if you are willing to work hard and accept responsibility. Again, I welcome you to our campus and wish you the best in proceeding with your chosen program of service.

Sincerely,

A handwritten signature in blue ink, appearing to be "J. Lee", written in a cursive style.

TRC-Smyrna Superintendent

TENNESSEE REHABILITATION CENTER

The TRC-Smyrna was established by the Tennessee legislature in 1977 under the Department of Human Services Department of Rehabilitation Services Vocational Rehabilitation.

MISSION

TRC-Smyrna offers person-centered comprehensive services in a supportive learning environment to individuals with disabilities to increase independence and employment potential.

ACCREDITATION

TRC-Smyrna is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) for the following Employment Services:

- Comprehensive Vocational Evaluation Services
- Employment Development Services
- Employment Skills Training Services

Table of Contents

Dormitory Living	5
Day Students	9
The Apartments	10
Recreation Services	11
Recreation Therapy	13
Cafeteria Services	14
Student Guidelines	15
Student Staff Relations	20
Student Rights	20
Student Grievance Procedures	22
Student Bullying Policy	22
Citizenship Program	24
Student of the Month	25
Vocational Evaluation Services	26
Employment Readiness Program (ERP)	27
Vocational Training Services	27
Vision Impairment Services (VIS)	29
Traumatic Brain Injury Services (TBI)	30
Deaf Services	30
Physical Rehabilitation Services (PRS)	31
Student Health Services	31
Case Management Services	32
Psychological Services	33
General Information	34
Student Dress Code	34
Campus Security	35
Student Bank	35
Religious Activities	36
Telephones	36
Mail	36
Student Government	36
Cars on Campus	36
Holidays	37
Client Assistance Program	37
Staff Code of Ethics and Standards of Conduct	37
Location of Services by Building	40
Campus Map	41

Pursuant to the State of Tennessee's policy of nondiscrimination, the Department of Human Services and Tennessee Rehabilitation Center does not discriminate because of race, sex, religion, color, national or ethnic origin, age, disability, or military service in its policies, or in the admission or access to, or treatment of employment in, its programs, services or activities. Equal Employment Opportunity/Affirmative Action inquiries or complaints should be directed to the Department of Human Services, Tennessee Rehabilitation Center EEO/AA Coordinator, Citizens Plaza Building, 3rd Floor-Personnel, 400 Deaderick Street, Nashville, TN 37248. ADA inquiries or complaints should be directed to: Department of Human Services, Tennessee Rehabilitation Center ADA Coordinator, Citizens Plaza Building, 2nd Floor, and 400 Deaderick Street, Nashville TN 37248

DORMITORY LIVING

How Do I Get A Room? If you are admitted as a Residential Living student, you will be assigned a dormitory room when you arrive at the TRC-Smyrna. TRC-Smyrna staff are interested in your stay and will do all that they can to help you live in a healthy and comfortable living environment. If you have any problems concerning your room, you should contact staff at the dormitory reception desk.

Is My Room Furnished? Your room is furnished with a bed, desk, chair, and storage lockers. You will be provided three lockers in your room for your personal use. You will need to provide your own small padlocks to secure the lockers (large padlocks will not work). If you wish to turn in an extra key to the dorm desk, staff can file it for safe keeping in case you misplace your key.

You May Bring The Following Items: television (up to 32 inches), clocks, video game equipment, hair dryer, lamps, electric razor, coffee makers (automatic shutoff capability required), earbuds/headphones, and electronic devices such as cell phones, tablets and laptops, DVD players, and BLU-ray players.

On Intake Day, Please Have A List Of Serial Numbers On The Following: laptops, cell phone, tablet, I-Pad, television, radio, prescription glasses, etc.

***NOTE:** Microwaves and refrigerators are not allowed in rooms. If you have a question as to what you may bring, please call the Admissions Coordinator's office at 615.223.8031.

If living on campus, students must bring: twin size sheets, blanket, pillow with pillow case, towels, wash cloths, shampoo, brush, deodorant, toothbrush, toothpaste, shirts, pants, underwear, socks, shoes, laundry detergent, and medications.

Items you cannot bring: aerosol air refreshers, weapons, fireworks, and mouthwash containing alcohol.

Remember to keep the volume down on your electronic devices, video games, and television in respect of those who live around you. You are asked to use earbuds/headphones if you play your electronic devices after curfew hours. There is no WI-FI or cable access in your room; however, WI-FI is available in the lobby areas.

Should you wish to bring any other items for your room, you will need to ask for and obtain approval of the Residential Services Administrator or Assistant Residential Services Administrator. Please be sure to bring with you any adaptive equipment you use.

TRC- Smyrna assumes no responsibility for the theft, destruction or loss of money, valuables or other personal property belonging to, or in the custody of students

whether such losses occur in living spaces, public areas, or elsewhere on campus. Students are encouraged to carry personal property insurance.

What about linens? Students are responsible for bringing their own linens. Linens should include twin sheets, pillows with cases, blankets, and towels and face cloths. You will be required to wash your linens at least once a week. You should also bring shower shoes since you will share a bathroom and shower area.

Who cleans my room? You and your roommate are responsible for keeping your room clean. Rooms should be neat before you leave each morning. Room inspections are conducted weekly. Spot checks can be conducted at staff discretion. The following will be evaluated during room inspections:

- Bed made
- Desk area cleaned and dusted
- Wastebasket emptied
- Clothing and shoes stored properly
- Floor swept and mopped

Will I have a key to my dormitory room? Keys are assigned when you check into the dormitory. You will receive a door key for your room and a mailbox key (mailboxes are not issued for Vocational Evaluation students). You are responsible for the keys assigned to you. Students should always lock their doors when leaving their rooms and should not loan their keys to anyone. If you lose your dorm key, report the loss to the dorm staff. For your safety, there are regularly scheduled drills conducted for fire, tornado and earthquakes. Evacuation drills are discussed in the Residential Orientation so that you can learn how best to exit the buildings.

Are there dormitory meetings? Dormitory meetings are held at least once a month. All students are required to attend the dormitory meetings for the purpose of being informed on dormitory activities and other special interests. These meetings provide students with an opportunity to voice their concerns on dormitory related issues. You will be informed when the dormitory staff schedules meetings.



Is smoking allowed? All buildings on the TRC-Smyrna campus are smoke free. There are designated smoking areas outside of each building and a designated area in Friendship Circle near Building D.

What about other tobacco and electronic cigarettes (vapes)? All smokeless tobacco products or electronic cigarettes (vapes) are to be used only in designated smoking areas. No smokeless tobacco products or electronic cigarettes (vape) are to

be used in any buildings on campus, state vehicles, or any place on campus other than designated smoking areas.

Is there a curfew? Dormitory students are to be in their rooms by 11:00 p.m. Sunday through Thursday night and by 12:00 a.m. on Friday and Saturday nights. These hours are established in order to maintain a quiet and orderly dormitory during the night hours. Day students are not allowed to stay overnight in the dormitories.

What is the curfew for the Medical Dormitory? Students are requested to arrive at the Medical Dormitory by 10:00 p.m. in order for nursing staff to assist as needed in preparation for bed.

Is there a bed check? Bed checks are conducted to ensure that all students are present. These checks will be made nightly after curfew.

Are there laundry facilities available? Yes, TRC-Smyrna has a laundromat for use while you are a student on campus. You will need to bring your own detergent, bleach, laundry basket, etc. Washers and dryers are not coin operated. This service is provided at no cost to students.

What about visitation? Can I have visitors? Visitation hours are from 4:00 p.m. – 10:00 p.m. Monday through Friday and from 10:00 a.m. to 10:00 p.m. Saturday and Sunday. All visitors must sign in at the dormitory desk in Building D. There is no visitation allowed in student rooms anywhere on campus and visitors may not stay on campus overnight. Family members who need to visit prior to 4:00 p.m. should contact the student's Case Manager to arrange a visitation time. It is not recommended for students to have visitors during class or program times to eliminate interruption of their program of service. Visitation areas include: first floor Buildings D, F, C (Cafeteria) and the Apartments Lobby. All visitors are expected to follow TRC-Smyrna policies and Student Guidelines while on campus. If a visitor fails to comply with TRC-Smyrna policies/rules or his/her behavior is such that it is considered disruptive/dangerous, the visitor may be asked to leave the campus at the discretion of the Residential Services Administrator or their designee. Based on such behavior, the visitor may be considered an "Unwelcome Guest". An "Unwelcome Guest" is not allowed any visitation on TRC-Smyrna property unless by Administrative approval.

How can my family get in touch with me? If there is an emergency and family members need to reach you, they may call the Reception Desk (615.223.2709) for assistance until 4:30pm. After 4:30 and on weekends, they may call the Dormitory Desk (615.223.8060) in the evening and on weekends. Staff will get a message to you so that you may return the call.

What is the Independent Living Dormitory? This is the designated dormitory area where both males and females live. Males and females live in separate wings of the dormitory, but share a common area and kitchen. They are issued individual room and

hallway keys. A student whose application is accepted for the Independent Living Dormitory demonstrates maturity, functions independently, maintains satisfactory class progress and demonstrates behaviors within the Student Guidelines.

Will I have any costs or need to bring money with me? There are no costs to students for program and support services received at TRC-Smyrna. Students may want to bring money for incidental expenses such as shampoo, toothpaste, laundry detergent, etc. or to participate in a recreational outing off campus such as a movie night, shopping trip, etc. It is recommended that students do not keep significant amounts of money in their rooms. Students may make deposits of money into the Student Bank (Administration Bldg. A) and they may access those funds as needed during Student Bank hours. Vending machines containing a variety of snacks, bottled water, colas, juice, etc. are available across campus. **All require change to purchase; some will accept \$1, \$5, and \$10 bills.**

Are there activities to help students with independent living in the dormitory? There are residential services classes taught in the dormitory to assist students in developing independent living skills. Examples of residential classes offered are as follows:

Hygiene Class: Students learn good grooming habits including hair care, skin care, shaving techniques and hygiene skills.

Laundry Class: Students learn how to sort clothes, wash clothing, fold, organize, and press clothing.

Home Management Class: Students learn how to clean and care for their living environment.

Handwriting Class: Students are taught to write in manuscript and in cursive. The students are also taught the importance of how to sign their name (signature).

Handwashing Class: New students entering a program at TRC-Smyrna are shown the proper way to wash one's hands. Students visually see the importance of washing their hands and they also learn how to prevent the spread of germs and infection.

Basic Math Class: Students are taught the basic facts of addition and subtraction. Number recognition is demonstrated and their abilities to add and subtract one, two, three and four digit numbers are demonstrated independently and in the classroom setting.

Money Identification Class: Students are taught how to identify money values (coins/currency). Students will be taught to identify correct change given from a receipt, money values, and how to add and subtract money correctly. The students will process information by telling and solving how much change/money they have and use real world expectations and problems they may encounter.

Time Skills Class: Students are taught how to tell time using both digital and analog clocks. Students learn clock recognition and the functions of each clock are explained in depth. The application of time is also demonstrated with the student demonstrating his/her ability to identify and explain how to apply telling time to everyday situations.

DAY STUDENTS

Do I have to live on campus? You may live off campus at your expense unless you are required to live on campus based on your individualized rehabilitation programs.

Can I still eat on campus? As a Day Student, your lunch will be provided in the TRC-Smyrna Cafeteria. You are required to scan your student I.D. card at the designated location in the Cafeteria prior to receiving your meal.

Can I visit campus after class? Day Students may visit campus after class. When visiting after class hours, you are expected to follow established visitation guidelines as stated on Page 7 of this Handbook which also includes the requirement to sign in at the front desk of the Dormitory or the Apartments when you visit. Any Day Student who does not follow established visitor guidelines or whose behavior is considered disruptive to TRC-Smyrna operations will be asked to leave campus. Future visitation rights may be refused or restricted by the Residential Services Administrator.

What about TRC student policies? Day Students follow the same policies, procedures, and Student Guidelines that apply to residential students.

Can I make my own appointments? It is the responsibility of Day Students to notify their Case Managers of all appointments. If you have appointments that are not a part of your TRC rehabilitation program, you will need to have approved leave and arrange with your Case Manager for the time scheduled away from your program.

If you make a medical appointment yourself, you must be certain to pick up a consultation sheet from Student Health before you go and return it to Student Health as soon as you come back to campus. This will provide TRC-Smyrna with the most accurate and up-to-date medical information in case you have a medical emergency on campus.

Can I still get medical services through Student Health? During the program day while you are on the campus, Student Health services are available to you. Day Students can only request Student Health services while physically on the campus as a student or participating in evening activities as a student.

Do I bring my own medications to TRC-Smyrna? Yes. Day Students have two options of bringing their medications to campus: (1) As a Day Student, you may bring your medications, but only the dose you are required to take during the program day OR (2) You may bring a week's supply of your daily dose to Student Health where you will go each day to receive your medication dosage. If there are any changes in your medication, it is your responsibility to report the change as soon as possible to Student Health.

THE APARTMENTS

What if I live in the Apartments? Students complete an application for acceptance to live in the Apartments. The application is typical of community apartment applications. Once accepted, he/she will be assigned to an apartment. Each apartment has the following:

- Kitchen (equipped with a refrigerator, microwave oven, toaster, can opener, dishes, silverware, and storage containers)
- Dining Area (large table and chairs)
- Living Room Area (sofa, chairs, large table for televisions or stereos, end tables, and lamps)
- Bedroom Storage is provided in under-the-bed drawers, a night table with two small drawers and the use of either a closet or freestanding wardrobe to store clothing and personal items. All bedrooms are shared with one other individual.
- Bathroom (shower and a vanity with sinks)
- Wi-Fi is available in the main lobby.

While a student at TRC-Smyrna, you are responsible for keeping your bed and living area neat and clean. Students share the responsibility of living cooperatively.

Can I decorate my apartment? You are encouraged to bring items from home that will personalize your living space.



What other personal items can I bring?

You may bring:

- | | | |
|----------------------|------------|-------------------------------|
| • Radio | • Lamps | • Electric Razor |
| • Hair Dryer | • Clocks | • Television (32" or smaller) |
| • Video Game Systems | • Headsets | • DVD/Blu-Ray Players |

Are there other items I need to bring? You need to bring laundry detergent and dishwashing liquid. TRC-Smyrna will furnish toilet paper, paper towels, garbage bags, and some basic cleaning supplies. Since you will be living in an apartment setting, you

may want to bring some food items like sugar, sweetener, snacks, and microwaveable foods like Hot Pockets, instant oatmeal, popcorn, coffee, tea, or hot chocolate. Coffee makers are required to have an automatic shut off. Each student should also bring shower shoes since he/she will share a bathroom and shower area.

What about linens? Students are responsible for bringing their own linens. Linens should include twin size sheets, pillows with pillow cases, blankets, towels and face cloths. You are required to wash your linens each week.

What about visitation? The lobby area in the Apartments is designated as the visiting area in the building. Visiting hours are 4:00 p.m. until 10:00 p.m. Monday through Friday. Visiting hours on Saturday and Sunday are from 10:00 a.m. until 10:00 p.m.

Is there a curfew? Curfew is established in order to maintain a quiet atmosphere during the night hours. Apartment students are to be in the Apartments building by 11:00 p.m. and in their rooms by 12:00 a.m. Sunday through Thursday night. Friday and Saturday nights students are required to be in the building by 12:00 a.m. and in their rooms by 1:00 a.m. During the weekends, curfew hours may be extended for those students who maintain their Citizenship Card (see page 24). Day Students are not permitted to stay overnight in the dormitories or The Apartments.

How can my family get in touch with me? If there is an emergency and a family member needs to reach you, he/she may call the TRC Reception desk (615.223.2709) during the weekdays until 4:30pm and the Apartment Desk (615.223.8277) in the evening and on weekends. Staff will get a message to you and allow you to return the call.

If I live in the Apartments, can I eat in the cafeteria; go to Student Health, or the Recreation Hall? All Apartment students are entitled to the same services as any other student at the TRC-Smyrna. Students obtain meals in the cafeteria, may utilize the recreation area, receive services in Student Health, Psychological Services, and ASD Services and may participate in Student Government activities.

RECREATION SERVICES

Recreation Activities

What are recreational activities? These are activities which provide a place to meet with friends, work on crafts, and participate in games, sports and special events.

What are the Center hours? 3:00 p.m. to 10:00 p.m. Monday through Friday and 9:00 a.m. to 10:00 p.m. Saturday and Sunday.

Is the Recreation building ever closed? The Recreation building closes for lunch on Saturday and Sunday from 12:00 p.m. until 1:00 p.m. and closes for the evenings at 10:00 p.m.

How do I know what is offered in Recreation? Sports, crafts, outings, and special events are listed on a monthly Recreation calendar that is posted in various places on campus including the dormitories, Apartments, and Recreation Center. Each day the schedule of events is posted at the front of the Recreation Center. The schedule includes the daily activities, time, location, and the recreation staff member who is in charge. Students who need assistance in reading the activity board or monthly calendar are encouraged to ask any Recreation Staff person for assistance.

Where do recreation activities take place? Activities are provided in the Recreation Building, on campus grounds, and in the community. When on recreation sponsored trips off campus, all on-campus TRC-Smyrna student rules and regulations apply.

What activities are offered? Examples of recreational activities include: arts and crafts, pool, table tennis, soccer, softball, volleyball, dancing, bowling, wheelchair sports, table games, golf and various tournaments and competitive events. Equipment is available for all activities and may be checked out in the Recreation office. Recreation also provides Wellness Program training.



Recreation Guidelines

1. Students are taught the proper use of recreation equipment to reduce safety risks. Safety of the student is always the first concern.
2. Food and drinks are allowed only on the dining tables in the recreation area.
3. Tennis shoes are required in the gym and weight room.
4. Electronic devices are allowed with earbuds/headphones only. Certain recreation activities such as ceramics, gym activities, crafts, cooking in the recreation kitchen, and using the weight room are available only when supervised by staff. Students should check the activity board for recreation schedules.
6. Students are expected to follow all Student Guidelines on campus and during TRC-Smyrna sponsored off campus recreational outings. Good sportsmanship is stressed during all events and activities.

RECREATION THERAPY

Why should I be in Recreation Therapy? Recreation Therapy, called RT, provides instruction in various activities to increase leisure-time skill level, appreciation for recreational activities, and to enhance the overall rehabilitation program outcomes of all students involved.

What activities are taught? Instruction is offered in several available activities such as: pool, table tennis, card games, volleyball, ceramics, and cooking.

Special Events

Who can participate? All students can participate; however, some trips and events are designed for certain groups. Examples of this may be an event designed for students who utilize wheelchairs, students with visual impairments, students with citizenship cards, etc.

What types of community events are offered? Shopping trips, picnics, park outings, sports events, and movie outings are routinely offered. Evening educational trips are also available at various times during the year. Reservations or cancellations must be made in advance by the student at the Recreation Building for all off-campus trips in order to accommodate transportation and staffing.

Special Programs

What are special programs? The Recreation staff will provide information about special sports groups. Students who use a wheelchair, have a visual or hearing impairment, or need accommodations specific to their needs, etc., are asked to talk with Recreation staff to learn more about special programs or accommodations available to them at TRC-Smyrna or in the community.



Orientation to Recreation

What is Orientation? Attendance at Orientation to Recreation is required and is an opportunity for all students to identify what recreational activities are available to them. Students are introduced to the Recreation staff, recreation guidelines are explained, and a tour of the recreation area is provided.

CAFETERIA SERVICES

What services are available in the Cafeteria? The Cafeteria serves three meals a day, seven days a week to students who reside on campus. Lunch is served to Day Students as part of their program. Meals are provided at no cost to students.

What are the cafeteria serving hours? The cafeteria is located in Building C and is open:

Monday through Friday:

Breakfast: 7:00 a.m. to 7:45 a.m. (must be cleared by 8:00 a.m.)

Lunch: 11:20 a.m. to 12:00 p.m. (must be cleared by 1:00 p.m.)

Dinner: 5:00 p.m. to 6 p.m. (must be cleared by 6:30 p.m.)

Weekends- Saturday and Sunday:

Breakfast: 8:00 a.m. to 9:00 p.m. (must be cleared by 9:15 a.m.)

Lunch: 12:00 p.m. to 1:00 p.m. (must be cleared by 1:15 p.m.)

Dinner: 5:00 p.m. to 6:00 p.m. (must be cleared by 6:30 p.m.)

Can visitors eat in the Cafeteria? Yes, however, parents, family members and friends will be charged for their meal. Visitor meals are \$5 per person. The cost of the meal will be collected by Food Services staff at the time of the meal.

What if I need assistance in the Cafeteria? Students who need assistance getting through the line, carrying their tray or any other need may receive assistance by asking one of the TRC staff members in the Cafeteria or Cafeteria staff. The staff will provide assistance at any time. Students with special needs who require assistance with their tray and setup may arrive at the Cafeteria fifteen minutes prior to the established serving times for assistance.

Cafeteria Guidelines:

All Student Guidelines apply in the Cafeteria. Consideration of others is expected.

1. Dirty trays, dishes, glasses and silverware are to be returned to the dish room window by the student unless designated otherwise where assistance is needed.

2. Food and drink must be kept in the Cafeteria unless otherwise approved by Administration.
3. Dining tables to meet the needs of students with vision impairments and wheelchair users provide comfortable accessibility if the student chooses to use this reserved seating.
4. Students may have one entrée portion per meal. After students finish the first meal serving, they may have additional portions of a side from the steam table, dessert, and salad bar items. When recommended by the dietician, some students may be approved for double portions on the entrée.
5. Students will scan their I.D. card at a designated location in the cafeteria prior to receiving their meal for documentation. Any student needing assistance in scanning the I.D. card will be provided assistance and instruction by Cafeteria staff.

At TRC-Smyrna, the **Registered Dietitian (RD)** offers many different services to students. The RD provides nutrition consults for a variety of health concerns including: weight loss, weight gain, diabetes, high blood pressure, and high cholesterol. The RD also plans and develops lessons for nutrition education classes for all students. Nutrition Services are available to all students with health concerns or those who just want to learn how to make healthier choices.

STUDENT GUIDELINES

Student Guidelines are the rules for the TRC-Smyrna campus. The rules provide:

- A safe campus
- A respectful campus
- A positive learning environment
- Opportunities to learn and practice skills appropriate to work and live in the community

TRC-Smyrna staff is committed to treating students with respect and as adults. Staff value students having choices and rights on campus. The guidelines are carefully written and reviewed regularly in effort to balance student rights and maintain a safe learning environment. Students are encouraged to participate in Student Government which provides opportunities for students to voice their opinions and make recommendations to TRC-Smyrna Administration.

All Student Guidelines and policies are expected to be followed on campus and during Center sponsored off-campus activities and events.

All workplaces have a set of rules or policies for employees similar to the Student Guidelines. To make sure the guidelines are followed, workplaces also have policies that address when an employee does not follow the guidelines. At TRC-Smyrna, this system is called Corrective Actions. When a student does not follow a guideline, the

student will participate in a Corrective Action that matches the seriousness of the guideline that was not followed.

Corrective Action Categories

- Suspension (Most Serious)
- Written Warning (Serious)
- Behavior Feedback (Important)

TRC-Smyrna reserves the right for employees designated by TRC-Smyrna Administration to enter and search a student's room and/or personal items, automobile, or person when there is suspicion of items contrary to regulations such as guns, knives, alcohol or drugs.

Categories of Corrective Action:

Suspension (Most Serious)

1. Setting fires or pulling false fire alarms. Placing inappropriate 911 calls. Making bomb threats.
2. Having on campus any of the following items: guns, martial arts weapons, laser pointers, knives of any length (including, but not limited to pocket knives and knives in manicure sets), or any other weapon. Using ordinary objects as a weapon with the intention to hurt or threaten harm to their self or others.
3. Consumption, possession, sale, distribution and/or sharing of alcohol, illegal/illicit drugs or controlled substances (including, but not limited to any stimulant, depressant, narcotic, hallucinogenic drug/substance or marijuana). Illicit drugs or substances also include, but are not limited to synthetic substances, psychoactive plant substances, and inhalants that may affect cognitive/physical functioning and may be available over-the-counter. Some examples of synthetic and psychoactive plant substances are bath salts, K-2, Spice, Ecstasy, Molly's Plant Food, Genie, and Salvia. Some examples of inhalant abuse are the inappropriate use of gasoline, glue, hand sanitizer, and aerosols.

The possession of alcoholic beverages, illegal/ illicit drugs and/or substances by students on TRC-Smyrna grounds/property or during TRC-Smyrna sponsored activities away from campus are not allowed. Any violations of the A&D (Alcohol & Drug) Contract can result in suspension.

4. Any physical contact (including, but not limited to physical assault, battery, and/or fighting) made out of anger or with the intent to harm someone else.

5. Male students in any part of the female dormitory/apartments or in any female restroom. Female students in any part of the male dormitory/apartments or in any male restroom. If in these areas by consent, both students will be suspended. If a student gains entry by force, that student will be suspended.
6. Any intentional act of theft.
7. Sexual activity that involves nudity or touching under clothing.
8. Having explosives, fireworks, and/or bomb-making materials.
9. Any illegal activity.

In Addition:

If a student's behavior endangers the safety of self or others and/ or negatively reflects on TRC-Smyrna whether at TRC-Smyrna or in the local community and is not covered above, the Rehabilitation Team may recommend suspension of the student.

It may become necessary to suspend a student who has, over an extended period of time, engaged in continuous and/or repetitive disruptive behaviors that impair the general functioning of TRC-Smyrna or are counter-productive toward progress in rehabilitation.

Written Warning (Serious)

1. Any behavior creating a hostile, offensive, and/or unsafe environment. These behaviors include:
 - a) Any form of Sexual Harassment. Sexual Harassment occurs when a person says or does something sexual that is unwanted, uninvited, and/or unwelcomed to or in front of another person or persons.

Examples:

1. Making offensive comments, gestures, or sending electronic messages/text about another person's body or other sexually explicit information.
2. Showing pictures/images of a sexual nature (such as watching a movie showing sexual activity in a public area on campus where others can see).
3. Touching another person with a sexual intention and/or without permission that makes the person feel uncomfortable.
4. Sharing pictures or videos of yourself or others of a sexual nature.

b) An incident or pattern of intimidating, threatening, and/or harassing behaviors.

Examples are:

1. Making comments or sending electronic messages/text that threatens to harm another person. This can be direct ("You do that again, and I'll hit you.") or indirect ("Watch your back.")
2. Acting in a way that others feel threatened and/or in a way that disrupts the TRC community (including, but not limited to physically blocking another student from leaving a room or building, making a gesture such as pounding a fist while looking at someone, or making threatening/intimidating statements about someone to other students).
3. Displaying a pattern of communication that makes others feel harassed or intimidated; including profanity, verbal abuse, or using a raised voice.

c) Physical contact not intended to harm, but resulting in an unsafe situation.

Examples are:

1. Engaging in consensual physical contact (or play) with another student that causes a serious risk of injury and/or causes pain, bruising, etc. (such as two students taking turns kicking each other, wrestling, pushing).

2. Sexual activity that involves touching on top of clothing.
3. Leaving TRC-Smyrna without a pass or signing out.
4. Having unauthorized medications. All student medications and over-the-counter drugs (this includes vitamins and herbal supplements) must be turned in to Student Health each time medications are brought to campus. The exception to this would be students who are approved for self-medication.
5. Any act of vandalism, the use of graffiti or the destruction of property belonging to others to include state property.
6. Physical contact with inanimate objects that may result in personal injury to self or others; including, but not limited to: throwing objects or hitting/kicking objects such as walls or tables.
7. Making false police reports (if it is determined that the false report was intentional, it may be upgraded to a Suspension).
8. Smoking inside a TRC-Smyrna building or vehicle.

9. Any Serious Incident not covered under a Written Warning.

In Addition:

The Rehabilitation Team may recommend that a student be suspended who has received two Written Warnings within a 30-day period of time.

Behavior Feedback (Important)

1. Causing a group disturbance.
2. Giving false information to evade consequences of actions and/or that causes disruption. (May be elevated to a higher category if the situation is serious).
3. Engaging in physical or verbal interactions which could lead to injury or insult (such as joking, horseplay, pranks, or "rough housing").
4. Using profanity and/or gestures in a verbally or non-verbally abusive manner, such as name calling or insults.
5. Public display of affection (PDA) such as intimate hugging, kissing in areas other than facial cheek or hand, and sitting in laps are not allowed on campus. (Examples of PDA allowed on campus are holding hands, brief or "friendly" hugging, kisses on hands or facial cheek, and sitting close).
6. Repeated behaviors that result in interpersonal conflicts or safety concerns.
7. Being late for scheduled classes, activities, appointments, or medications without pre-approval. Being out of room after curfew.
8. Improper room/laundry care. Students have room inspections one time per week and attendance is required.
9. Failure to wear nametag where it is visible.
10. Playing any electronic device in a way that disturbs or disrupts others. The use of headphones/earbuds is required if listening to any device outside a dorm or apartment room. Headphones/earbuds should not be worn in the medication or cafeteria lines.
11. Smoking, using smokeless tobacco, or electronic cigarettes outside but not in a designated area. Using smokeless tobacco or an electronic cigarette in a building or a TRC-Smyrna vehicle.
12. Being in a restricted area where there is no supervision. Restricted areas include buildings that have not opened or are closed for the day, emergency exits and stairwells, the creek banks and areas past the tree line around campus, and areas designated by signs or caution tape.

13. Failure to follow written rules per program areas, residential areas, or in individualized behavior plans.

STUDENT/STAFF RELATIONS

Staff members at TRC-Smyrna are not only responsible for the rehabilitation of the student, but they also serve as role models for the students. The student/staff relationship is professional and respect is to be demonstrated at all times.

STUDENT RIGHTS

All students are informed of his/her rights and responsibilities before or at the time of their admission and during their stay as documented by a written notice in his/her record. The Students' Rights Policy is an integral part of the Student Handbook. All students are informed as soon as possible of any changes in the statement of rights and responsibilities.

What is my right if I am refused services that I have asked to have? Each student has the right to receive a reply and an understandable explanation if services requested are refused.

Can I review my Rehabilitation Program? Yes, a student can review his/her Rehabilitation Program on a regular basis as well as upon request.

How do I find out the rules at TRC-Smyrna? You have the right to be told, in an understandable way, your responsibilities concerning rules and regulations at TRC-Smyrna. Regulations for visitors are available in the Administration building and dormitory.

Can I see a doctor? Yes, each student has the right to receive care and attention from his/her attending physician and/or TRC-Smyrna medical staff as appropriate.

Can I be told my medical condition? Yes, the doctor can tell you about your medical condition unless the doctor determines it is not in your best interest and writes in the medical record that the student should not be told.

Can I refuse treatment? Yes, you can refuse treatment, however, if TRC-Smyrna medical staff believes that medical treatment is needed and without treatment your health, safety and welfare are jeopardized, the TRC-Smyrna has the right to recommend that you not be allowed to remain in your program at the TRC-Smyrna. You have the right to be told what will happen if this action is taken.

Will my complaints be listened to by staff? Each student has the right to receive attention to complaints or grievances spoken or written to staff. If not satisfied, students have the right to appeal to their Case Manager and other Administrative staff without fear of the result.

Will I be treated with respect? Each student has the right to consideration and respect, to dignity, and to being treated as an individual.

Will my records at TRC-Smyrna be confidential? Yes, each student has the right to confidential treatment of all communications and records except when the law or regulations require otherwise.

What happens if I have problems with my Case Manager or some other professional staff? Each student has the right to request a change of assigned professional staff. Each request will be evaluated by the appropriate Administrative personnel.

Will I have any privacy? Yes, each student has the right to privacy when appropriate and within the bounds of TRC-Smyrna regulations (personal care, treatment and examination, counseling, visitation, mail, personal belongings and telephone calls). Students have a right to privacy on their personal electronic devices and social media accounts. If an incident such as bullying or sexual harassment is reported, students have the right to share or decline to provide access to their personal devices or accounts; however, corrective action can still apply for the behavior.

What are my rights for my personal belongings? Students have the right to have personal belongings on campus that follow the TRC-Smyrna policies. Students are encouraged to use good social boundaries when lending, borrowing, or sharing personal belongings. If a student is having challenges with social boundaries that could result in issues in the community or at work, the student may receive education and/or participate in an individualized plan. For example, if a student wants to smoke cigarettes, the student will need be independent in purchasing the cigarettes from the store. Cell phone and other electronic devices may be limited in some areas of campus such as during program activities and in the medication line. Students have the right to maintain possession of their device at all times; however, an individualized plan could require a device to remain in the dorm room.

Can I go to church or non-Center organized community social activities? Yes, you have the right to have social, religious, and community inter-relationships of your choice within the bounds of the planned program and TRC-Smyrna regulations.

Will I know if TRC-Smyrna is going to discharge me? Yes, each student has the right to be told when it is necessary to be discharged or transferred from/within the facility, and to appeal discharge in accordance with the TRC-Smyrna regulations.

Do I have to participate in research projects? No, each student has the right to agree to or refuse opportunities to participate in research projects. Students are told

about the nature and the purpose of such projects as shown in a signed statement before deciding.

TRC-Smyrna Bullying Policy

The TRC-Smyrna Bullying Policy is in place to protect the rights of all students for a safe and secure learning environment. "Bullying" or "harassment" is any behavior that is reasonably understood to be dehumanizing (treating someone as if he/she is not an equal person), intimidating, hostile or aggressive, humiliating, threatening or causes fear of physical harm or emotional distress in any way. Acts of bullying, harassment and other forms of aggression and violence are prohibited. All students and staff will be informed of student rights and responsibilities regarding bullying. TRC-Smyrna recognizes the importance of providing a learning community that is physically and emotionally safe and secure for all students that promotes good citizenship, increases student attendance and engagement, and supports learning and achievement. Bullying or harassment, like other forms of aggressive and violent behaviors, interferes with both TRC-Smyrna's ability to educate and train its students and a student's ability to learn. All students are expected to report to staff any issues/instances of bullying and harassment. Staff and students are expected to demonstrate behaviors that are respectful and appropriate for the community and the workplace.

STUDENT GRIEVANCE PROCEDURES

If a student is dissatisfied with services being provided, decisions made regarding his/her program, or a corrective action, the student may appeal the decision either verbally or in writing. TRC-Smyrna will ensure that you are treated fairly, with dignity, and with respect and will review any situation in which you believe you have been treated unfairly or have received disciplinary action without due cause.

TRC-Smyrna has an established Grievance Appeal process for you to settle any issues in which you feel you have been treated unfairly.

The following are examples of reasons you might want to appeal a decision or lack of action:

1. Not allowed to apply for services
2. Having to wait without receiving the services you requested or obtaining services you were told you would receive
3. Services asked for have been denied
4. Services received have not met your needs or are not right for you
5. Programs have been incorrectly changed

6. You have been denied services because of your race, sex, color, national origin, disability or religion
7. Being assigned a discipline that you believe to be unfair or not deserved

The Grievance Appeal Process:

Students may request due process review of a sanction imposed or situation in which they believe they have been treated unfairly or without due cause resulting in restrictions or denial of any privileges. Students are afforded all levels of appropriate review as set forth in policy prior to the imposition of the sanction or restriction except for those circumstances justifying temporary removal, expulsion or suspension.

First, talk to your Case Manager about your specific concern. Most grievance issues can be settled by the student talking directly with his/her Case Manager. If a Supervisory Review, Administrative Review or Fair Hearing is required to help settle an issue, the Case Manager will assist the student in establishing an appointment for the review. Basically, there are three levels of due process review in the grievance appeal process:

Level 1: The *first level* of the appeals process is a *Supervisory Review*. A student may request a Supervisory Review. It can be requested in situations in which you believe you have been treated unfairly and on all issues of a disciplinary nature less than suspension or expulsion and must take place within 24 hours. You will explain your situation and ask for a change in the decision which has been made. The supervisor considers all the facts presented and makes a decision. You have a right to receive this decision in writing.

Level 2: The *second level* of the Appeals Process can be requested with a higher level supervisor. If the grievance is not resolved to the student's satisfaction, the student may appeal by requesting an Administrative Review in cases of disciplinary sanction resulting in suspension, expulsion, summary suspension or in any other circumstance deemed appropriate where a student believes that restrictions or disciplinary sanctions were imposed without due cause. The Administrative Review must be held within 24 hours from the date of the request. The supervisor will review all the facts and make a decision. He/she may agree with the initial decision or make other recommendations. The recommendation or decision will be provided to you in writing.

Level 3: A *Fair Hearing* is the *third Level* of the Appeals Process. If the grievance is not resolved to the student's satisfaction at the Administrative Review level, within 10 days the student may request a Fair Hearing to be held within 45 days of the request. Your TRC-Smyrna Case Manager may assist you or your community Vocational Rehabilitation Counselor may assist you.

Listed below are the steps to follow if you displayed behaviors that resulted in disciplinary action resulting in suspension or expulsion:

- The Case Manager will notify you in writing of the reasons for the suspension or expulsion and will inform you of your rights to request an Administrative Review. To request an Administrative Review, you inform your Case Manager that you want to exercise your right of appeal by having an Administrative Review.
- An Administrative Review will be conducted by a member of the TRC-Smyrna management staff. All facts about the recommendation for your suspension or expulsion will be discussed. The decision will be made to either uphold the suspension or expulsion, or overturn the recommendation based upon the additional facts presented at the Administrative Review.
- At the end of Administrative Review, the Administrative Reviewer will inform you of your right to pursue a Fair Hearing. If you feel that the decision that has been made is unfair, you may request a Fair Hearing to appeal that decision. A Hearing Officer who is not a member of the TRC-Smyrna staff will conduct the Fair Hearing and a decision will be made by the Hearing Officer based upon the facts.

At any time during the grievance process, the student has the right to present the grievance to the Disability Rights of Tennessee (DRT) Your Case Manager will inform you about the Disability Rights of Tennessee (DRT). DRT is the federally mandated Protection and Advocacy System of Tennessee and is available to assist you at any time you have a grievance; concern, and/or issue you want to address. This group will assist you should you choose to make an appeal. Your Case Manager will also assist you in contacting DRT. You may contact DRT at GetHelp@DisabilityRightsTN.org or call 1-800-342-1660

RULES GOVERNING STAFF/STUDENT RELATIONS

Staff members at TRC-Smyrna are to be role models at all times. Relations between TRC staff and Students will be conducted on a professional level. TRC-Smyrna staff are to be fair and exhibit professional concern for the rehabilitation of all students. Students are to be treated with dignity and respect by all TRC-Smyrna staff members. All TRC-Smyrna staff are held to a strict Code of Ethics and Standards of Conduct (See Page 36).

CITIZENSHIP PROGRAM

TRC-Smyrna operates a citizenship program that students are enrolled in upon admission to TRC-Smyrna. TRC-Smyrna staff members assist students in preparing them to be good citizens. The Student Guidelines represent the expectations for student behaviors on the TRC-Smyrna campus. By choosing behaviors that are within

the Student Guidelines, TRC-Smyrna students will demonstrate good citizenship, show respect for others, and help maintain a safe learning environment. A student can also demonstrate good citizenship when he/she listens and accepts feedback from staff about a behavior outside of the Student Guidelines and then demonstrates choosing a better option the next time an opportunity presents itself.

What does having my Citizenship Card mean for me? As long as you have your Citizenship Card, you are eligible for the following privileges:

1. Participation in special on-campus activities, off-campus outings, and special events.
2. Application for residence on the *Independent Living* floor of the dormitory.
3. Hold office on the TRC-Smyrna Student Council.

Can I lose my Citizenship Card? Students will lose their citizenship card and the special privileges that go with the card if they receive a Corrective Action of a Written Warning for a behavior outside of the Student Guidelines. The first Written Warning will result in a loss of one week with any additional Written Warning resulting in a loss of two weeks. The Citizenship Card may also be lost and/or earned as part of an Individualized Behavior Plan.

How can I earn back my citizenship card? If a student receives a Written Warning, the student will be informed of the date for the return of his/her Citizenship Card and special privileges in a Behavior Contract. If a student is participating in an individualized behavior plan, the dates and requirements for earning the Citizenship Card will be written in the individualized plan.

STUDENT OF THE MONTH

What is Student of the Month? Student of the Month is special recognition like Employee of the Month at work. Students are selected by staff from each training area for this award. An assembly is held once per month to announce the recipients.

How can I be eligible to be nominated for Student of the Month?

- Earn a Behavior Feedback Sheet for Positive Behavior Choice by:
 - ◆ Going above and beyond what you “have to” do
 - ◆ Showing progress toward goals
 - ◆ Volunteering time to assist staff or students with projects
 - ◆ Setting individual goals with staff
- Making progress toward goals in your program area and in Campus Life area
Showing respect. Volunteering to help someone who is new or needs help.

- Making positive behavior choices when interacting with your peers. Being kind. Taking advantage of learning opportunities by making positive choices, even if mistakes were made in the past

What does a Student of the Month receive? As a recipient of Student of the Month, you would receive the following:

- A certificate for being selected as ***Student of the Month***
- An achievement to list on your resume and job applications
- Your picture placed on the Student of the Month Bulletin Board in the Cafeteria
- A Gold Cord to wear at graduation and recognition mention in the graduation bulletin
- Participation in Special Activities throughout the month, including lunch with TRC-Smyrna Administration

TRC-Smyrna PROGRAM SERVICES

VOCATIONAL EVALUATION SERVICES

What is a Vocational Evaluation? Vocational Evaluation is a way to find out what you are interested in doing to earn a living (work). A Vocational Evaluator will talk to you about different kinds of jobs, your own personal interests, your strengths as well as your weaknesses, and the kinds of jobs you can do best. At the end of the evaluation, you will know what types of jobs you could do best or some training you may need before going to work or starting a training program.



Who will work with me? Most of your time will be spent with a Vocational Evaluator who guides you through a variety of work activities and discusses the results with you, your Case Manager, and your Field Counselor (VRC).

What will I do? You and your Evaluator will develop an individualized plan that you will complete during your Vocational Evaluation. You will be involved in a variety of activities such as participating in some skill testing; working with your hands to complete the work activities, and meeting with support service staff who can help you determine if there are other services that would benefit you. There is no passing or failing. Everything you do helps you and TRC-Smyrna staff learn more about your work potential.

How long will it take? Most people complete their Vocational Evaluation within five to eight working days. The length of time it will take for your evaluation is determined by

your interests and individual needs. During the evaluation, the evaluator will ask information about you to help determine what job or jobs may be best for you.

Where is the Vocational Evaluation classroom? It is located in Building B on the third floor.

EMPLOYMENT READINESS PROGRAM (ERP)

What is ERP? ERP is a pre-vocational program that offers instruction in the areas of daily living skills, self-determination/interpersonal skills, and employment skills.



What will I do? You will attend classes designed to help you develop the skills needed to do well at home, in the community, in training, and at work.

Who will work with me? You will have a Primary ERP Instructor who will work closely with you and your Case Manager to develop your class schedule, monitor your progress, and help you decide what steps to take after you have completed ERP. Several other Instructors and Rehabilitation Assistants will also work with you and supervise your work during the day.

How long will it take? Approximately 16 weeks.

Where is ERP? ERP is located in Building N.

VOCATIONAL TRAINING SERVICES

What is Vocational Training? Vocational Training is designed to prepare you for employment in a specific occupation by providing you with the basic and necessary job and personal skills needed to work in a specific business or industry. Each course is self-paced, individualized, and designed to provide you with knowledge sufficient for entry level employment.

What training programs are available? TRC-Smyrna offers eight programs of training. Within each is a program designed for you to best suit your job potential. The eight programs are:

1. Auto Detail / Auto Lube
2. Garden Center / Nursery Worker
3. Business Education



4. Food Service
5. Power Equipment (Fork Lift, Pallet Jack, and Stock Picker)
7. Retail
8. Manufacturing and Logistics

What is the Internship Program? During the final phase of your vocational training program, you may be placed in a two-to-four week internship program where you will be in an actual work situation related to your training. Your internship will be scheduled with an employer in the local area. Home based internships may be scheduled with an employer in your home community if the employer provides work activities for which you have been trained or that are related to your vocational training.

Will I get help with job seeking skills? Job Seeking Skills Training (JSST) will be conducted during the course of your training program. You will be taught how to fill out an application, where to look to find a job, what to say during an interview or a telephone interview, how to dress properly for an in-person interview, how to create a video resume, and many other job seeking skills.

Do I have to wear a uniform in training? Uniforms are required in certain vocational training areas that include: Auto Detail / Auto Lube, Food Service, Commercial Cleaning, and Power Equipment. Your Case Manager will order your uniforms at no cost to you by working with your Vocational Rehabilitation Counselor in your home community. Business Education and Retail require that you bring business casual clothing from home to wear daily while training in your program. (No shorts, t-shirts, or tennis shoes.)

What is the class schedule? Class hours are from 8:00 a.m. to 3:00 p.m. Monday through Friday unless instructed otherwise.



What happens if I am late to class? If you are less than 10 minutes late to class, your instructor will decide if it is an excused or unexcused absence. If you are more than 10 minutes late, the Instructor will refer you to the Vocational Training Supervisor for a decision on your being late to class. Being late to class will result in a Behavior Feedback Meeting and/or an Individualized Behavior Plan. If the pattern of lateness continues, a Corrective Action Meeting would be the next step to determine if additional supports are needed and if you are making progress to continue your program.

What happens if my absence is unexcused? It will be up to the discretion of the Vocational Training Supervisor as to how the time will be made up. Medical

appointments (physician, dental, etc.) approved by Center staff, i.e. Student Health, Psychology, Case Manager, etc., are considered as excused absences from class.

May I take leave while in training? Yes. Excused absences may be defined as an absence from any or all of the training day due to personal illness, family sickness, a death in the immediate family, acute stress, or inclement weather conditions. In cases of this nature, time would not have to be made up or a penalty applied. Absences of 1 – 3 hours will be counted as a half-day and any absence for over 3 hours will be counted as one full day.

VISION IMPAIRMENT SERVICES (VIS)

What are Vision Impairment Services? The Vision Impairment Services Program teaches the skills necessary for persons with visual impairments to lead independent, productive lives in the work environment and at home. Each student's program is individualized according to his/her needs.

What is available? Evaluation and training are available in the following areas:

Adaptive Communication Skills provides instruction in typing, handwriting, listening and recording devices, and classroom and college preparation.

Adaptive Kitchen Skills and Home & Personal Management provide instruction in: cooking, grocery shopping, household cleaning, laundry, basic sewing, money management, organizing techniques, home safety, hygiene, and more.

Basic Education provides instruction in math, spelling, money identification, organizing money, telling time, and using an adaptive calculator.

Braille provides instruction in reading and writing uncontracted and contracted braille.

Computer Skills and Assistive Technology provides instruction in Microsoft Office, accessing email and the internet, and adaptations for accessing a computer, including the use of screen readers and/or magnification software and refreshable braille displays.

Low Vision provides a comprehensive, functional low-vision evaluation to explore the use of low vision aids.

Orientation and Mobility provides the skills needed to travel safely and independently.

Transitional Skills provides instruction in career exploration, job seeking skills, writing resumes and cover letters, completing employment applications, learning interview techniques, job shadowing, acquiring housing and transportation; planning leisure activities, and accessing community resources.

Where is the program located? Vision Impairment Services is located in Building A, third floor.

TRAUMATIC BRAIN INJURY SERVICES

What are traumatic brain injury services? Traumatic Brain Injury services are provided to assist individuals who have an *acquired* brain injury. These services help students reach their highest level of functioning so they can live and work as independently as possible. Services are provided by an interdisciplinary team of rehabilitation professionals. The team will provide evaluation, vocational, behavioral and therapeutic services necessary for transition to the community.

Who will work with me? A rehabilitation team will provide services consisting of the following areas:

- Occupational Therapy
- Vision Therapy
- Speech and Language Pathology
- Psychology
- Physical Therapy
- Case Management
- Vocational Evaluation and Assessment
- Community Re-entry
- Behavioral Instruction

How long will it take? TBI services are seven months in length; however, the time of each student's program will depend on his/her needs and individualized goals.

Where is the program located? The Traumatic Brain Injury Program is located in Building G across the street from the dormitories.

DEAF SERVICES

The TRC-Smyrna Deaf Services Program exists to ensure access to TRC-Smyrna for those who are deaf, hard-of-hearing, and deaf/blind. The provision of sign language interpreters, communication technology, and other support services create a "deaf-friendly" environment. Basic American Sign Language and Deaf Culture instruction are provided to the staff and students to promote good communication and understanding of those within the Deaf Community. The Coordinator of Deaf Services meets often with deaf, hard-of-hearing, and deaf/blind students as well as their Case Managers to access the students' individual needs for accommodation.

PHYSICAL REHABILITATION SERVICES/WORK CONDITIONING/ WORK HARDENING

What is Physical Rehabilitation Services (PRS)? These services help to improve safety, strength, stamina, functional mobility, vocational potential, and activities of daily living, in order for students to reach their highest level of functional independence in the workplace and at home. Services include:

- Individualized Occupational Therapy and Physical Therapy
- Work Conditioning/ Work Hardening (WC/WH)
- Activities of Daily Living (ADL)
- Personal Care Attendant (PCA) Training,
- Mobility Assessments
- Adaptive Equipment Assessments
- Worksite Assessments
- Equipment Operation Screenings
- Pre-Driving Medical Assessments

Speech and Language Pathology consultation is available as needed.

STUDENT HEALTH SERVICES

What is Student Health? Student Health provides students with medical support. If you are not feeling well or you have a medical problem, please report to Student Health located in Building E on the first floor. If you have an accident, report to this area immediately and the nurse will make the appropriate assessment or referral.



When is it open? Student Health is open 24-hours a day, 7 days per week with at least two licensed medical staff on duty at all times. Please do not hesitate to seek assistance, even if it is during the night.

When is the doctor here? A medical doctor provides evaluations in Student Health two-three days a week. In addition, a physician is on call 24 hours a day for additional medical support. If you need to see a physician, report your problem to the nurse. You will be placed on the sick call list to see the doctor as soon as possible.

What about medications? Your medication may be obtained from the nurse on duty in Student Health. The nurses have a record of the medication you are taking. You must wear your name tag to receive medications.

Daily Medication times are:

6:30 a.m. - 8:00 a.m.
11:30 a.m. - 1:00 p.m.
4:30 p.m. - 6:00 p.m.
8:00 p.m. - 10:00 p.m.

What if I get sick in class? If you get sick during class, tell your Instructor. He/she will make arrangements for you to go to Student Health, when appropriate.

What about self-medication? You may discuss with the nurses the process for self-medication.

What about emergencies? If you are injured or become ill and require emergency treatment, the nursing staff will evaluate you. If you need to be taken to the Emergency Room for care, TRC-Smyrna staff will transport you or 911 will be called should there be a life-threatening emergency.

What is the Medical Dormitory? The Medical Dormitory houses students who need assistance dressing, eating, transferring or other activities of daily living. Students reside on the Medical Dormitory while they learn how to become as independent as possible in activities of daily living. This area is supervised by nursing staff and is located in Building E, first floor.

What is Rehabilitation Nursing? Rehabilitation nursing is a special type of nursing designed to teach students ways to meet their special needs. Some of these needs include bowel and bladder training and skin care. The nurses provide medical care and are available to help students understand their medical disabilities and teach methods of maximizing their independence.

Case Management Services

What is a Case Manager? A Case Manager is a counselor who is assigned to assist you in coordinating your program and in the use of other services while you are at TRC-Smyrna. Your Case Manager will help you with any problems or concerns and work with you to help you be successful in your program. The Case Manager is the contact person with your VR Counselor, family members, and other agencies. Case Managers are assigned according to the primary service program area.

What specific tasks does my Case Manager perform? Your Case Manager will assist you in understanding/performing the following:

- Center rules and procedures for passes and curfew
- Student Guidelines
- Sign-in/ Sign-out Policy

Your Case Manager will develop an Individualized Written Service Plan (IWSP) indicating the individualized services you will receive and introduce you to staff members who will be working with you.

What else will my Case Manager do? While you are at TRC-Smyrna, your Case Manager will also: be the contact person for any problems or concerns you may have, communicate and send progress reports to your VR Counselor, make sure you get the services you need, provide guidance and counseling to you, schedule and lead Corrective Action Meetings as needed to help you in the successful completion of your program, and issue passes as needed when appropriate for you to leave campus.

When can I see my Case Manager? Case Managers have varied schedules. You should talk with your Case Manager to arrange a time to see him/her. ***Make sure that appointments with your Case Manager are not made during your class time.***

Psychological Services

What are Psychological Services? Psychological Services are provided to students to help support, encourage, and utilize strengths to achieve identified goals. These services may be offered as individual counseling, group counseling, education, and intervention. Various techniques and strategies are utilized to assist students on an individualized basis.

Who can get these services? Psychological Services are available to all students.

What are the services offered? Individual counseling may be offered to students who have been referred to, or who have requested, psychological services.

Some Psychology groups available are:

- Stress Management
- Anger Management
- Women's Group
- TBI Adaptive Coping Group
- Relationship Group
- Deaf Services Group
- Alcohol and Drug Support Group
- ASD Emotional Management/ Social Skills Group
- Vision Impairment Services Support Group
- Self Confidence Group
- Mobility Group
- TBI Support Group

How do I participate? If you feel you need these services at any time, you can ask your Case Manager or any other staff for a referral.

What is the Diagnostic Team? The Diagnostic Team consists of the TRC-Smyrna psychologist and psychology staff with knowledge of alcohol and drug treatments strategies. TRC-Smyrna offers a support program for students who have experienced problems with alcohol and/or drugs. Students will be interviewed by the Diagnostic Team and may be referred to a program that consists of attendance at AA meetings, the Alcohol and Drug Support group, individualized counseling or other services based upon individual needs. Students in the A&D (alcohol and drug) program sign behavior contracts that confirm the student's agreement not to use alcohol or drugs and submit to alcohol and drug screens if needed. These Alcohol and Drug behavioral contracts are a mandatory part of their program. TRC-Smyrna does not offer a primary treatment program for substance abuse. Students who are in need of primary treatment should receive that service prior to enrolling at TRC-Smyrna.

GENERAL INFORMATION

Student Dress Code

Dress Code rules apply during TRC-Smyrna hours, at all TRC-Smyrna events, and TRC-Smyrna sponsored activities. Students' dress and grooming shall be appropriate, clean and neat. Clothes, shoes and appearance must be safe and not disruptive to the rehabilitation process.

- Skirts, dresses, skorts and shorts must be no higher than 3 inches above the knee. Leggings may only be worn under appropriate length skirts, dresses, skorts, and shorts.
- Topcoats may not be worn inside the classroom/service area without staff approval.
- All pants must be worn at the waist. Sagging, baggy or low-riding pants are not allowed. Undergarments should not be seen at any time.
- Appropriate foot wear must be worn at all times.
- Undershirts and tank tops must be worn with another cover-up shirt. Shoulders, backs, chests, and midriffs must be covered (i.e. spaghetti straps, etc.).
- Torn clothing is prohibited.
- Sheer clothing may only be worn over another shirt, tank top, etc.
- Clothing that advertises substances such as drugs, alcohol, tobacco products or language or writing that is otherwise inappropriate or offensive may not be worn.
- Tattoos that display drugs, sex, alcohol, and/or tobacco products are to be covered at all times.
- Safety is to be considered in choosing clothing during extreme weather conditions.
- Night clothes should only be worn in students' rooms/hallways or apartments.

TRC-Smyrna reserves the right to determine what is appropriate clothing. If a student is wearing clothing that is not acceptable, he/she will be asked to return to his/her room to change.

Campus Security

TRC-Smyrna has a Security Coordinator and security officers who are responsible for the security of TRC-Smyrna grounds and buildings 24/7. It is their job to ensure that TRC-Smyrna is a safe place to live, learn and work. They are available to assist you if you should need help. During the day, the receptionist in Building A can contact security to assist. After 4:30 each weekday and evenings and weekends, staff at the main desk in the dormitory or the Apartments can contact Security.

Restricted Areas

Students and visitors are not allowed to be in a restricted area where there is no supervision. Restricted areas include buildings that have not opened or are closed for the day, emergency exits and stairwells, the creek banks and areas past the tree line around campus, and areas designated by signs or caution tape. Due to safety concerns, the creek banks, including the area past the tree line around the campus, are off limits to all students and visitors. Fishing and relaxing may be enjoyed at the bridge area adjoining the campus. For your protection, you are asked to stay away from businesses and buildings located around the TRC-Smyrna campus during their closed hours. Please see the map in the back of this Student Handbook showing those restricted areas.

Limited Access Areas

Certain areas around the TRC-Smyrna campus are considered dangerous after dark due to poor lighting and rough terrain. These areas include the athletic field, the picnic pavilions, and up to the tree line around the campus. Also, other areas on campus are off limits after dark. Please see the map in the back of this Student Handbook showing those areas.

Is there a Student Bank? Yes. The Student Bank is located on the first floor in Building A. The bank hours are 3:00 p.m. to 4:00 p.m. Monday, Tuesday, Thursday and Friday. The bank is closed on Wednesday. Bank staff are available to parents/guardians 8:00 – 4:30 Monday through Wednesday and on Fridays. The bank is where you may deposit money and make withdrawals. Postage stamps may also be purchased at the Student Bank. The Student Bank is only available to deposit and withdraw your money. No interest is paid or loans made. Money deposited by cash, government check, certified check, money order, or cashier's check will be available the day of deposit for withdrawal and the student may make a withdrawal in keeping with established policies and procedures of the TRC-Smyrna Student Bank. Money deposited by personal check or third party check will be available 10 calendar days after deposit to allow the check time to clear the bank. Students are able to withdraw a total of \$50.00 per week without the approval of their Case Manager.

NOTE: All money is to be withdrawn from your account five days prior to your graduation date.

What about religious activities? TRC-Smyrna residential staff can provide you with information about local worship services. TRC-Smyrna cannot provide transportation to these services. You will need to make transportation arrangements with the religious organization of your choice.

Dormitory:

Dormitory Desk: (615) 223-8060

The Apartments:

Office: (615) 223-8277



How do I receive mail? Students, with the exception of Vocational Evaluation students, are issued mailboxes and keys. Evaluation students receive mail at the dormitory desk.

Your address will be:

Your name

Your box number

Tennessee Rehabilitation Center

460 9th Avenue

Smyrna, TN 37167



What is Student Government? Student Government is a student association that provides an opportunity for student input and recommendations into the functions of TRC-Smyrna. Elections are held every four months and all students who have their Citizenship Card are eligible to run for office. Officers elected are President, Vice-President and Sergeant-at-Arms. Additionally, five positions are available for students to serve on the Executive Board. All students who wish to run for and hold Student Government positions must demonstrate good citizenship including following the Student Guidelines. A student can also demonstrate good citizenship when he/she listens and accepts feedback from staff about a behavior outside of the Student Guidelines and then demonstrates choosing better options in daily campus life. Student Government officers conduct student meetings, solicit student input on student issues, and meet with TRC-Smyrna Administrative staff regularly to present recommendations.



Can I have a car on campus? Yes. You may request to have an automobile for your personal use while at TRC-Smyrna. The automobile must have full insurance coverage and the student must possess a valid driver's license. ERP students must get special permission to have cars on campus. All vehicles must be registered with TRC-Smyrna Security.

Do I get holiday breaks? Yes. Students have one week at Thanksgiving and two weeks during Winter Break for the holidays and New Year's. There are no classes during this time. In addition, during the summer, students have one week off as designated each year for July 4th. There are no classes during that designated week.

What is the Client Assistance Program? The Client Assistance Program is an advocacy agency for clients of the Tennessee Department of Human Services, Division of Rehabilitation Services and is available to provide assistance in informing and advising individuals who apply for available services and benefits under the Rehabilitation Act. The Client Assistance Program may also assist you with questions or concerns you may have about services provided to you or that you may be eligible to receive.

Storage of Property After Student Departure – TRC-Smyrna has very limited space for storage; therefore, your property cannot be stored for more than a 30 day period of time. If you have not contacted TRC-Smyrna staff within the 30 days of date of notification to pick up your property, the item(s) will be turned over to the State Board of Claims.

Staff Code of Ethics and Standards of Conduct- TRC-Smyrna adheres to and promotes moral principles and values of conduct that guide the organization and its employees in acting responsibly, competently, honestly, fairly and courageously on behalf of the organization's mission and special obligation to the clients we serve, fellow employees and the general public.

All employees, full-time, part-time, and contract service providers, must subscribe to the fundamental belief in and respect for the worth, dignity, uniqueness, and individual rights of all persons. Furthermore, employees and contract service providers are responsible for treating the clients, client family members, each other, and the general public with honesty, respect, and fairness.

To fulfill the mission of TRC-Smyrna, employees and contract service providers must commit to conducting their affairs in accordance with the highest ethical standards.

Ethical Code and Standards of Conduct- All employees of the Tennessee Rehabilitation Center and contract service providers are expected to conduct themselves, and their actions and behaviors in accordance with the following:

- Shall not bring undue criticism on or embarrassment to TRC-Smyrna.
- Shall not solicit or accept directly or indirectly gifts, gratuities, loans, or any other thing of value from students, representatives of firms, or businesses seeking business or doing business with TRC-Smyrna.
- Shall not act in any official matter which involves a relative or other individual where there is a conflict of interest.

- Shall not discriminate on the basis of race, sex, religion, color, national or ethnic origin, age, disability, or military service in providing services or conducting or participating in any activities on behalf of TRC-Smyrna.
- Shall not sexually harass other employees, service providers, or students
- Shall not use their position for personal gain or inappropriately influence activities of business and service delivery.
- Shall not engage in romantic or sexual relationships with students or persons in the care of TRC or receiving services from TRC-Smyrna.
- Shall conduct business and service delivery in a manner which reflects favorably on TRC-Smyrna and the Tennessee Department of Human Services, Division of Rehabilitation Services.
- Shall not engage in political activities during working hours while on duty and may not wear or display political material in state owned or controlled buildings, property, or vehicles.
- Shall provide services to students and conduct assigned duties at TRC-Smyrna in an honest, responsible, and competent manner with integrity, fairness and respect for all persons, students, fellow employees, and the public.
- Shall not at any time engage in any behavior or actions either verbal or non-verbal that would cause, create, or contribute to a hostile, offensive, or intimidating work environment.
- Shall conduct business, provide services, carry out assigned duties, and participate in activities on behalf of TRC-Smyrna that will not result in any inappropriate, negligent, illegal or abusive behavior.
- Shall not use or give information acquired through employment with TRC-Smyrna or while providing services at TRC-Smyrna that would be in violation of policy and rules as to confidentiality or to advance personal interests or those of family members, relatives, associates, friends, or any other person or enterprise.
- Shall adhere to policies, procedures and other standards established by TRC-Smyrna, the Tennessee Department of Human Services, Division of Rehabilitation Services to maintain the security of its automated and manual systems and administrative processes and those of outside systems to which TRC-Smyrna has access.
- Shall report any circumstances or instances of abuse and/or neglect of children or adults to the appropriate agency or authority when through the course of performing

job responsibilities become aware of such circumstances or instances. Shall be subject to the legal liabilities for failure to report.

- Shall not release names, records, or other confidential information about students to the public, agencies, other entities, or representatives of other entities without the consent of the student in accordance with established policies on confidentiality of student records.
- Shall report to supervisor or appropriate management authority any knowledge of violations or non-compliance with the Ethical Code and Standards of Conduct.

Building A (Administration)**First Floor**

Reception
Admissions
Student Bank
Psychological Services
Vocational Training Supervisor
Meeting Room A-100

Second Floor**Administration:**

Superintendent
Director of Programs and Services
Human Resources (HR)
Special Programs Administrator
Vocational Services Administrator
Accreditation Coordinator
Case Managers and Supervisor
BEC (Business Employment Counselor)

Meeting Rooms: A-212 & A-226

Third Floor

Vision Impairment Services (VIS)
Deaf Services

Building B (Vocational)**First Floor**

Food Services Classroom
Custodial Supervisor
Pharmacy Tech Program
Outreach Services Administrator
Transportation

Second Floor

Business Education Training
Job Seeking Skills Instructor (JSST)

Third Floor

Vocational Evaluation
PC Support

Building C

Cafeteria Services
Nutritionist
Food Service Training
Meeting Room: Student Government Hall

Building D (Dormitory)**First Floor**

Reception
Residential Living Supervisor
Safety Coordinator
Security

Second Floor (Dormitory)

Campus Life Instructor

Third Floor (Dormitory)**Building E (Dormitory)****First Floor**

Student Health
Medical Dormitory

Second Floor (Dormitory)**Third Floor (Dormitory)**

Campus Life Administrator

Building F (Recreation)

Recreation Services
Recreation Supervisor
Recreation Staff
Gymnasium
Meeting Room: Eagle Room
Sweet Café

Building G (TBI)

Traumatic Brain Injury Program

Building J

ASD Services Coordinator
Behavior Support Coordinator
Speech and Language Pathologists

Building L (Laundry)

Laundry Room

Building M (Maintenance)

Retail Program
Facility Maintenance
Auto Detail and Auto Lube
Manufacturing and Logistics
Power Equipment

Building N (ERP)

Employment Readiness Program
Garden Center/Nursery Worker

Building S

Storage
AA Meeting Location

Building T (The Apartments)

Student Apartments

CREEK

AREA OFF LIMITS AFTER DARK

